

Catharsis Compliments and Complaints Policy

(See also Catharsis Quality Assurance, Whistleblowing and Allegations about Staff Policy)

Catharsis is an Arts Therapy service founded in 2004 and based in Derby. We are committed to providing arts therapies and training to the local community and the wider region. Our team of dedicated, innovative, and successful creative arts therapists and psychotherapists provide a unique specialist service and are trusted throughout the East Midlands and beyond. We want people have better chances in life, with better access to treatments that can improve their life skills, increase their confidence, self-esteem and interpersonal skills.

Therapists are selected to work for Catharsis as a result of a rigorous recruitment process. They come with relevant qualification (all our therapists are qualified to at least MA level), registration, clinical supervision and insurance. All Catharsis Arts therapists are governed by the HCPC (Health Care Professions Council) and are members of the governing body particular to their specialism (eg BADth British Association of Dramatherapists). In order to achieve HCPC status therapists are monitored in terms of education and training, character, health, standards of proficiency, continuing professional development, conduct, performance and ethics. All Integrative Psychotherapists are required to work in accordance with the ethical framework set out by BACP (British Association of Psychotherapists) or UKCP (United Kingdom Council of Psychotherapists).

Catharsis welcomes feedback and wants to continue to provide an excellent service for its clients. Paper feedback forms or digital surveys are available at the end of each service provision (1:1 therapy / Group therapy / Training / Mediation etc); this feedback is used to review and evaluate our service as a team and with our partner institutions. Where compliments or feedback is received either verbally or digitally, this is shared with the relevant staff, as long as permission is given for this. Positive feedback is shared with the team to encourage morale and recognise excellence. Further to this, Catharsis encourages peer affirmations and constructive feedback via team meetings.

If a client is not happy with the service they receive, they will be encouraged to let us know. Making a complaint should not adversely affect the service the client receives, nor their relationship with Catharsis staff. Information on how to make a complaint will be given in writing (**Catharsis Complaints Procedure**). If we have done something wrong, we will want to put this right - Catharsis will take seriously any complaints and will work closely with service managers, where appropriate, so that issues can be resolved quickly. Catharsis reserves the right to place ongoing therapy sessions on hold whilst an investigation is in progress.

Catharsis Complaints Procedure:

Where a complaint is to be made, Catharsis would encourage that in the first place the complaint is discussed openly and quickly with the therapist or staff member concerned. In the event the complaint is not satisfactorily resolved, the complaint should be put in writing to the Managing Director of Catharsis at:

Catharsis – Creative Arts Therapy Centre

The Mill,
Lodge Lane
Derby

DE1 3HB

or via e-mail: hannah@catharsis.biz.

Or

Service Development Manager
Catharsis – Creative Arts Therapy Centre
The Mill,
Lodge Lane
Derby

Catharsis Creative Arts Therapy Ltd The Mill, Lodge Lane, Derby DE1 3HB

t: +44 (0) 7979 717 669 e: enquiries@catharsis.biz www.catharsis.biz

Company No. 9500206. Registered Office: Cliffe Hill House 22-26 Nottingham Road, Stapleford, Nottingham NG9 8AA

DE1 3HB

or via e-mail: keren@catharsis.biz.

All complaints will be handled in strict confidence, in line with GDPR, and that only those directly involved will have access to information.

Acknowledgement of any complaint will be given within *3 working days*. Following this, a full investigation of the complaint will be made, with written feedback provided within *14 working days*. If the investigation takes longer than 14 days, regular updates will be provided to the complainant. Catharsis reserves the right to place ongoing therapy sessions on hold whilst an investigation is in progress.

If the complainant is not satisfied with the written response and wishes to take the complaint further, they will be advised on what they can do next; this may involve contacting HCPC, or other governing body, who will conduct their own investigation. Where a complaint is upheld, Catharsis will consider the future employment of said staff member, provide necessary training, or adhere to any recommendations from HCPC or other regulatory body.

Monitoring of Compliments and Complaints is possible through a log of this description; details will be deleted after 1 year unless of a serious nature or still under investigation. Catharsis is committed to learning from complaints to improve the quality of services. Outcomes are discussed at management meetings, and anonymised summaries may be shared with staff to promote best practice.

Review

Implementation / Review date	Reviewers
August 2025	Hannah Robertson
Next Review date	Keren Adler
August 2026	